



Moneris QuickBooks™

Disconnect Guide.

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Introduction

This guide is intended to help merchants disconnect their Moneris integration from QuickBooks Online.

Note: *Disconnecting your Moneris integration does not deactivate your QuickBooks account. It merely stops Moneris transaction data from being passed to QuickBooks through the integration.*

Note: *When you disconnect the integration, you will still be able to reconnect it for the remainder of the billing period. Once the billing period expires, you will not be able to reconnect without first ordering the account integration again.*

Disconnect from QuickBooks

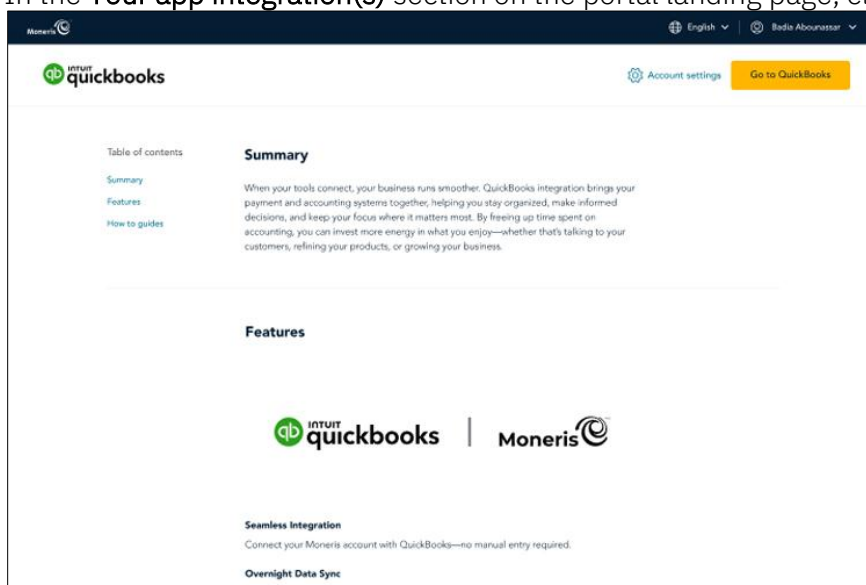
There are 2 methods to disconnect your QuickBooks Accounting Service from Moneris. You can disconnect via:

- the Moneris Portal
- the QuickBooks Portal

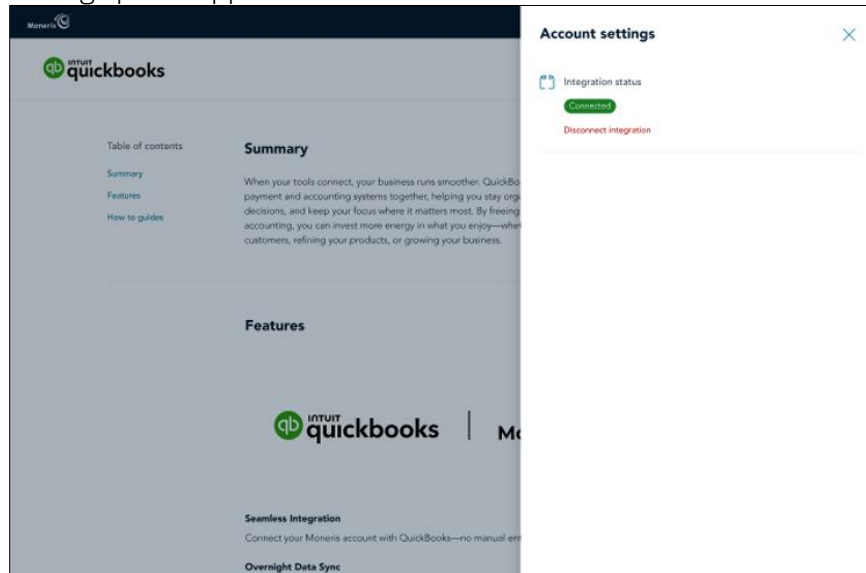
Disconnect through the Moneris Portal

Follow the instructions below to disconnect your QuickBooks integration through the Moneris Portal.

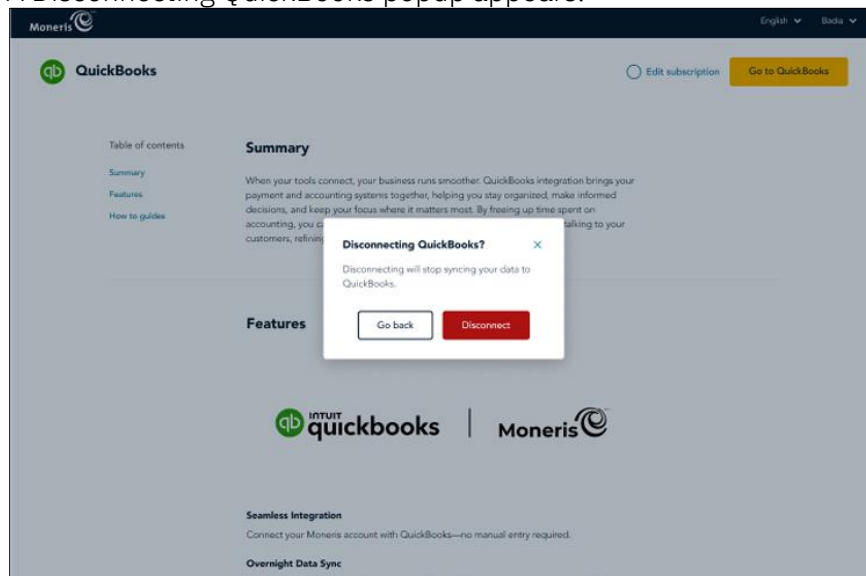
1. Log in to the [Moneris Portal](#) using your Moneris login credentials.
2. In the **Your app integration(s)** section on the portal landing page, click on **Quickbooks**.



3. In the upper right hand corner of the QuickBooks page, click **Account settings**. An Account settings panel appears.

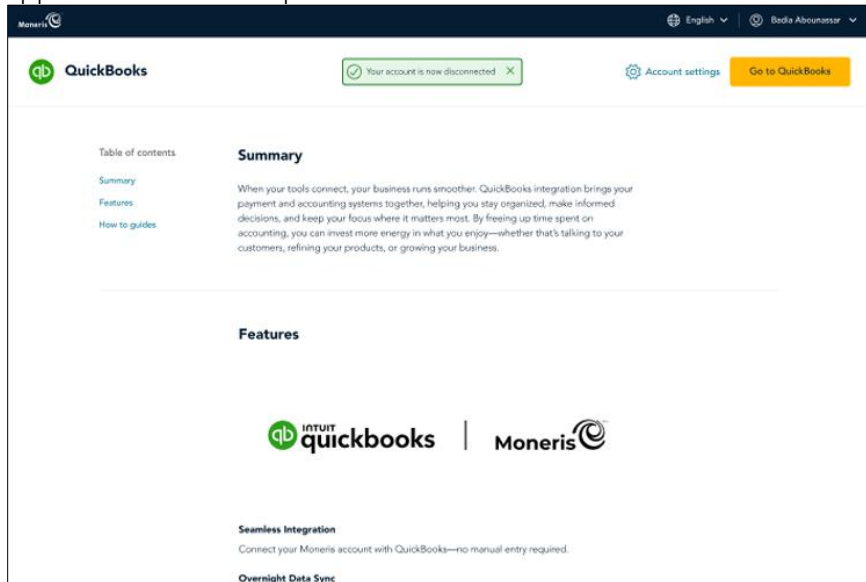


4. Click **Disconnect integration**.
A Disconnecting QuickBooks popup appears.



5. Click the **Disconnect** button.
The Moneris Portal page reappears and the “Your account is now disconnected” message

appears across the top of the screen.



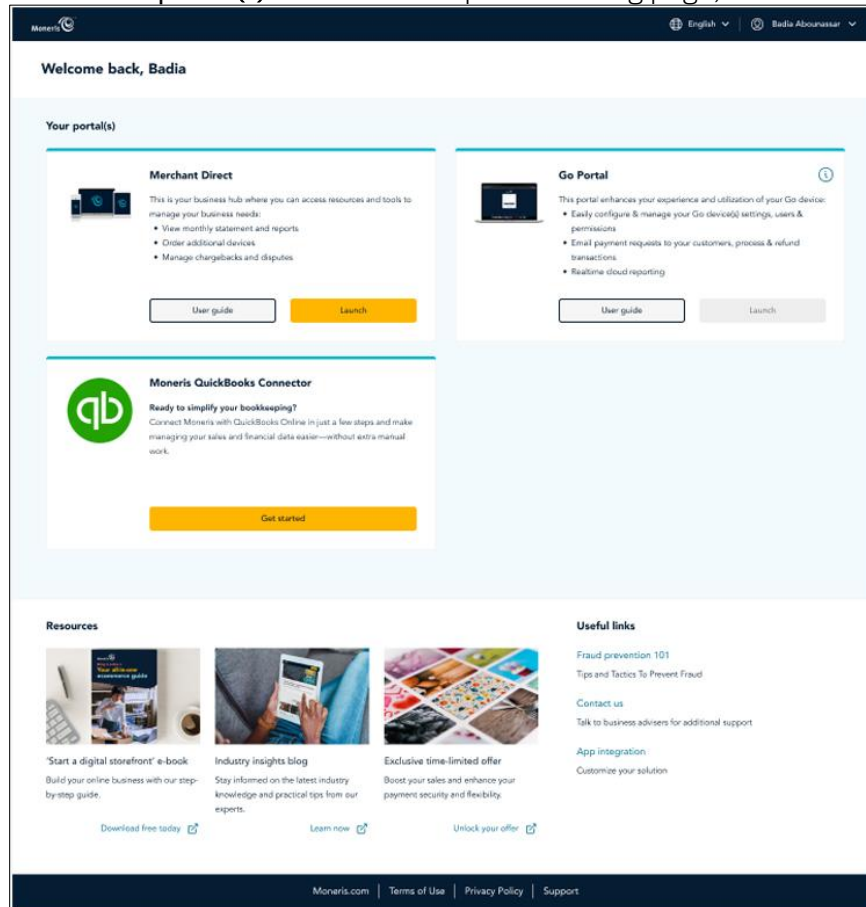
Congratulations! You have successfully disconnected the QuickBooks integration.

Reconnecting the integration through the Moneris Portal

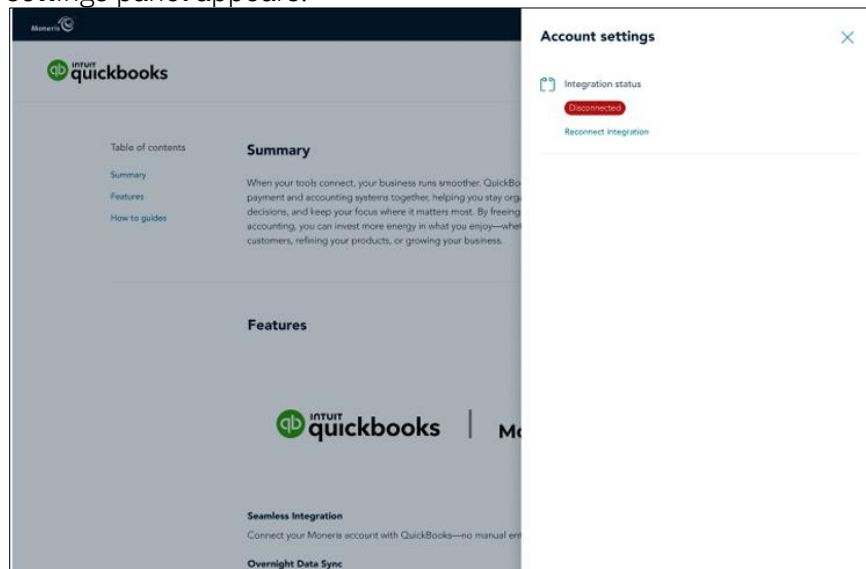
If you wish to reconnect the integration within the current billing period, follow the instructions below.

1. Log in to the [Moneris Portal](#) using your Moneris login credentials.

2. In the **Your portal(s)** section on the portal landing page, click on **Account Settings**.

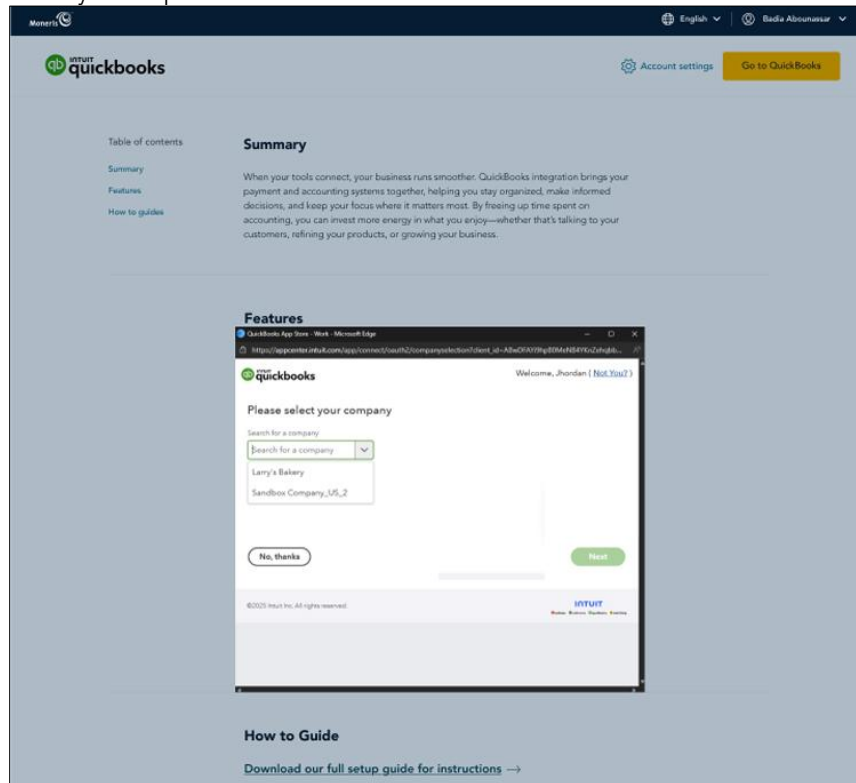


3. In the upper right hand corner of the QuickBooks page, click **Account settings**. An Account settings panel appears.



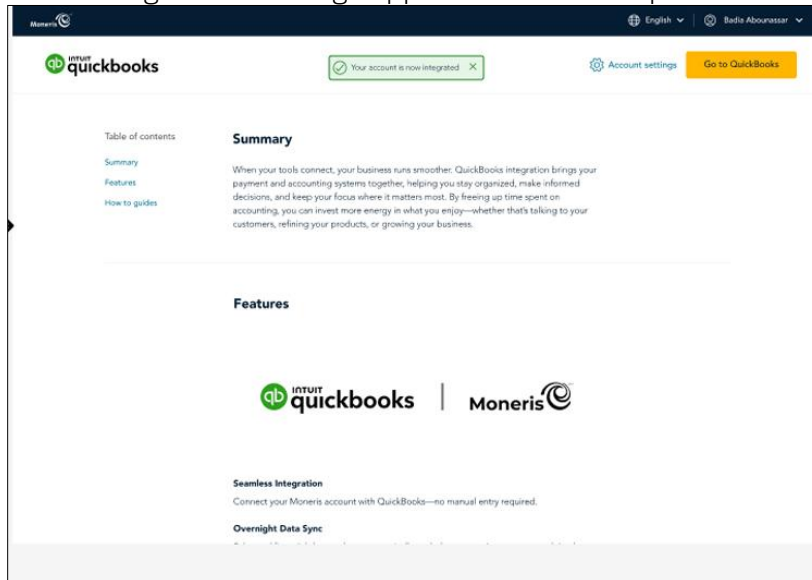
4. Click **Reconnect integration**.

5. On the Complete your QuickBooks setup page, review the terms & conditions, then click the **Accept & Continue** button.
6. Log in to QuickBooks using your existing QuickBooks credentials.
7. (Optional) If you have more than one business account on QuickBooks, you will be prompted to “Please select your company”. Click the **Search for a company** drop-down menu, select the location which you want to integrate into Moneris, then click the **Next** button.
The system performs a connection test.



8. Click the **Connect** button. The popup disappears and you’ll see the “Completing your integration” message appears.

9. When the “Integration complete” message appears, click the **Finish** button. The “Your account is now integrated” message appears across the top of the screen informing you of its success.

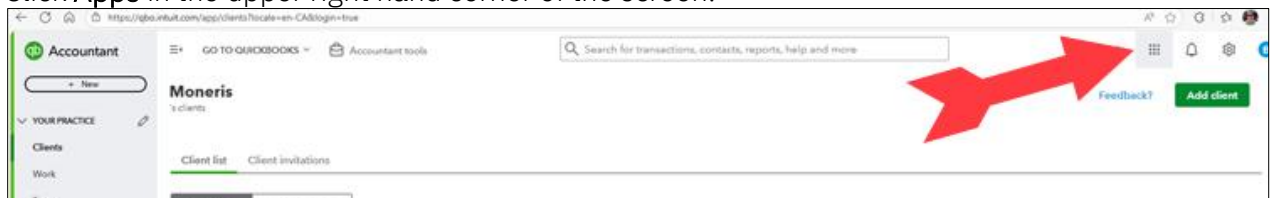


10. Click the **Go to QuickBooks** button in the top right corner of the screen. Congratulations! You have successfully reconnected your QuickBooks integration. You can continue to use it until the current billing period expires.

Disconnect through the QuickBooks Portal

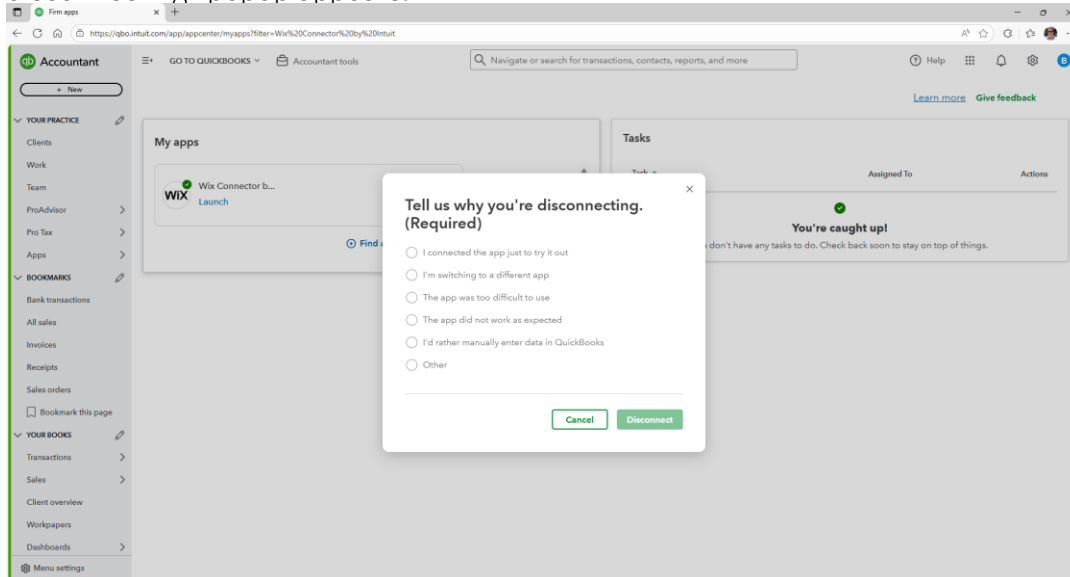
Follow the instructions below to disconnect your QuickBooks integration through the QuickBooks portal.

1. Log in to QuickBooks using your QuickBooks login credentials.
2. Click **Apps** in the upper right hand corner of the screen.



3. Click **Moneris connector Application**.

4. Click on the 3 vertical dots (Options) menu and select **Disconnect**. A “Tell us why you’re disconnecting” popup appears.



5. Select the reason why you’re disconnecting in the popup window.
6. Click the **Disconnect** button to finalize the disconnection. The popup closes and a confirmation message appears across the top of the screen indicating that the app has been disconnected.



Need help?

web: moneris.com

Toll-free: 1-866-319-7450

Record your Moneris merchant ID here:

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